

Note to the Reader

This Operational Requirements Document (ORD) Template describes each program objective in terms that define the program capabilities available to satisfy the mission need. The ORD is a formatted statement containing performance and related operational parameters for the proposed concept or system. It is prepared by the user or user's representative at each milestone, beginning with Milestone I, Concept Demonstration Approval.

You are encouraged to tailor the template and make additions or subtractions as your professional judgement deems necessary. Through this activity, keep in mind that this document is central to a successful program and requires thoughtful deliberation, meaningful participation and careful documentation.

While using this template, remember that:

Bold text is boilerplate information

Italics illustrate an instruction or direction



The 🐾 symbol highlights notes, suggestions or questions

Operational Requirements Document (ORD)




For

[Insert Program Name Here]

This document will describe in detail the program's functional requirements and performance metrics as they relate to fulfilling program objectives for the (enter program name) program. The established objectives represent a measurable, beneficial increment within the program requirements. This document will describe in detail the functional requirements and performance metrics of the program as they relate to fulfilling program objectives

-  The ORD will vary from program to program depending on operational requirements and objectives set in the Mission Needs Statement (MNS).
-  This document should be tailored to meet your program's specific requirements, but should follow the attached guidelines.

This ORD contains the following sections:

- 1) Background**
 -  Shortcomings of existing systems (if applicable)
- 2) Functional Requirements**
- 3) Performance Metrics**
- 4) Program Performance**
- 5) Program Support**
 -  Technical Interface (if applicable)
- 6) Maintenance Planning**
 -  Support Equipment (if applicable)
- 7) Human Systems Integration**
- 8) Schedule Considerations**
- 9) Approval**

BACKGROUND

In one paragraph, familiarize the reader with the general mission need as described in the MNS.



You may want to explain the process that investigated alternatives for satisfying the mission need and developing operational requirements.

SHORTCOMINGS OF EXISTING SYSTEMS (if applicable)

Describe why existing systems or programs can not meet the current or projected requirements.

FUNCTIONAL REQUIREMENTS

Identify the program's operational capabilities (functional requirements). Articulate requirements in operational, out-put oriented, and measurable terms.

PERFORMANCE METRICS

Specify each performance metric in terms of a minimum acceptable value (threshold) required to satisfy the mission need. Objectives should represent a measurable, beneficial increase in capability or operations and support above the threshold.



How will you measure the success of your program?



Are there standards to which the program must adhere?

PROGRAM PERFORMANCE

Identify the program performance parameter(s) that should be considered the key performance parameter(s).

PROGRAM SUPPORT

Establish support objectives for operational capabilities. Discuss interfacing support systems that will impact the success of the program by:

- identifying opportunities for program collaboration when desirable,
- identifying the program's impact on TRICARE, and
- identifying the program's impact on the overall TRICARE Program.



For example: OPM, TMA, DFAS, AMO-W will all interconnect at some levels for some programs. Assign a joint potential designation.

TECHNICAL INTERFACE *(if applicable)*

MAINTENANCE PLANNING

Identify maintenance tasks to be accomplished and time phasing for all levels of maintenance of program objectives. Describe tasks that must be routinely accomplished to maintain the forward-motion of the program. Identify those task members and assign formal responsibilities.

SUPPORT EQUIPMENT *(if applicable)*

Describe standard support equipment or information systems that will be used by the program.

HUMAN SYSTEMS INTEGRATION

Establish broad manpower constraints for program managers, program support staff, and evaluators. Identify manpower requirements that impact program requirements.

SCHEDULE CONSIDERATIONS

Define what actions, when complete will constitute initial and full operational capability. Identify any schedule constraints that will delay or inhibit program fruition.

APPROVAL

(Co) Program Manager**Date**

[Add another signature line if Co-Program Manager applies]

TRICARE Program Executive Officer**Date**